

ASSEMBLY BILL

No. 865

Introduced by Assembly Member Davis

February 22, 2007

An act to amend Section 11022 of the Government Code, relating to state agencies.

LEGISLATIVE COUNSEL'S DIGEST

AB 865, as introduced, Davis. State agencies: live customer service agents.

Existing law requires each state agency to establish a procedure whereby incoming telephone calls on any public line shall be answered within 10 rings during regular business hours, subject to certain exceptions.

This bill would require each state agency to answer an incoming call with a live customer service agent, subject to certain exceptions.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. Section 11022 of the Government Code is
- 2 amended to read:
- 3 11022. Each state agency shall establish a procedure pursuant
- 4 to which incoming telephone calls on any public line shall be
- 5 answered *by a live customer service agent* within 10 rings during
- 6 regular business hours as set forth in Section 11020, except ~~where~~
- 7 ~~when emergency or illness require~~ *requires* adjustments to normal
- 8 staffing levels. ~~This requirement shall be met in every office where~~

- 1 ~~staff is available, unless compliance would require overtime or~~
- 2 ~~compensating time off.~~